Public Privacy Policy (Website version)

At Skippy's Early Learning, we respect your privacy and are committed to protecting the personal information we collect and hold about children, families, team members, applicants and others who interact with our services.

This Privacy Policy explains how we collect, use, store and share personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy applies to Skippy's Early Learning and its associated operating entities Penny F Pty Ltd as Trustee for Penny Farrell Unit Trust and Zitaford Pty Limited.

What personal information do we collect?
The personal information we collect depends on your relationship with Skippy's and why we need the information.
This may include:

- names, addresses, phone numbers, email addresses and dates of birth;
- parent, guardian and emergency contact details;
- information about children enrolled or seeking enrolment at our services;
- health, medical, allergy, immunisation and additional needs information;
- Centrelink, Child Care Subsidy and other government-related information;
- Medicare or other identification information where required;
- court orders, parenting arrangements and authorised nominee information;
- attendance and booking information;
- payment and billing information;
- photographs, video and other digital images where consent or another lawful basis applies;
- CCTV footage at services where CCTV is in operation;
- communications, feedback, complaints and incident records;
- employment information, qualifications, work history and referee information;
- Blue Card, registration, training and professional development information;
- payroll and employment-related information for team members; and
- information provided when making an enquiry, booking a tour, joining a waitlist, applying for employment or contacting us through our website or other communication channels.

Some of the information we collect may be sensitive information, particularly information relating to a child's or individual's health, medical needs or other circumstances.

We only collect sensitive information where it is reasonably necessary for our functions and we have the appropriate consent or are otherwise permitted or required by law to collect it.

How do we collect personal information?
We generally collect personal information directly from you, including when you:

- enquire about our services;
- book a tour or join a waitlist;
- enrol a child;
- complete forms or provide supporting documents;
- communicate with our team by phone, email, online platforms or in person;
- provide information through our childcare management systems;
- provide consent for photographs, video or other activities;
- apply for employment or work with Skippy's; or
- provide feedback or make a complaint.

We may also receive personal information from other people or organisations where permitted or required, including authorised family members, referees, medical professionals, government departments, regulatory authorities and service providers.

Why do we collect and use personal information?
We collect, hold, use and disclose personal information where it is reasonably necessary to operate our early childhood education and care services.

This may include:

- providing safe, appropriate education and care;
- managing enrolments, bookings, attendance and waitlists;
- communicating with families;
- supporting children's health, safety, wellbeing and individual needs;
- administering Child Care Subsidy and other government programs;
- meeting our obligations under education and care, child protection, workplace and other laws;
- responding to emergencies, incidents or concerns;
- managing fees and payments;
- recruiting, employing and supporting team members;
- maintaining training, qualification and compliance records;
- managing complaints, feedback and enquiries;
- maintaining the safety and security of our services;
- communicating service news, events and information to families;
- improving our services and business operations; and
- meeting record keeping, auditing and regulatory requirements.

Where reasonable and practicable, you may be able to deal with us without identifying yourself. However, due to the nature of education and care services and our legal responsibilities, there are many situations where we need to know your identity or the identity of a child in order to provide our services.

Child Care Subsidy and Government information
As an approved early childhood education and care provider, we collect information from families that is required to administer Child Care Subsidy (CCS).

Relevant personal information may be provided to the Australian Government, including the Department of Education and Services Australia, as required or authorised under Family Assistance Law and other applicable legislation.

Families are advised about the collection and sharing of this information as part of the enrolment and CCS process.

Who may we share personal information with?
We do not sell personal information.

We may disclose personal information where it is reasonably necessary for our services, where you have consented, or where disclosure is authorised or required by law.

Depending on the circumstances, information may be shared with:

- Australian Government departments and agencies;
- Queensland education and care regulatory authorities;
- Services Australia;
- child protection and safeguarding authorities;
- emergency services and health professionals;
- schools or other education and care services where authorised or required;
- professional advisers, auditors or insurers;
- technology, software and data-storage providers used to operate our services;
- authorised enrolment support providers who help us manage enquiries, waitlists and enrolments;
- payroll, payment and financial service providers;
- training and workforce management providers; and
- other organisations where disclosure is authorised or required by law.

Service providers and systems we use may include Xplor, Connecteam, Microsoft365/SharePoint, Wix, DebitSuccess, NQA ITS and relevant government systems. Our website also uses Google Analytics. These providers do not all receive the same information.

We only provide third parties with information that is reasonably necessary for the purpose for which they are engaged or as required by law.

How do we store and protect personal information?
Personal information may be stored electronically or in hard-copy records.

Xplor has advised that information stored within its systems, including photographs and other information in Playground, is hosted in Australia through Amazon Web Services (AWS) in the Sydney region. This confirmation relates specifically to Xplor, other service providers may have different storage and processing arrangements.

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Measures may include:

- password-protected systems and devices;
- individual user accounts and access permissions;
- multi-factor authentication where available;
- restricted access to information based on work responsibilities;
- secure storage of physical records;
- secure technology and cloud-based systems;
- staff privacy, confidentiality and cyber-security training; and
- processes for safely disposing of or deleting information when it is no longer required, subject to our legal record-keeping obligations.

Personal information is retained for the periods required under education and care, employment, taxation and other applicable laws.

Photographs, video and CCTV

We may collect photographs or video of children as part of their education and care, documentation, communication with families or authorised promotional activities.

Permissions relating to photographs and video are managed through our enrolment and consent processes and in accordance with our policies relating to digital technologies and children's safety.

Some Skippy's services may also use CCTV for safety and security purposes. Families and visitors are advised where CCTV is in operation.

Access to and use of photographs, video and CCTV footage is restricted and managed in accordance with applicable laws and Skippy's policies.

Website and online enquiries

Our website is built and hosted through Wix. Information submitted through website contact forms, Employment Expression of Interest (EOI) forms and the Book a Tour calendar is collected through Wix and held in its systems. We may also collect limited technical information associated with visits to the website.

Our enrolment and waitlist buttons link to online forms provided through Xplor. Information entered into those forms is handled through Xplor, rather than a Wix form. An authorised enrolment support team assists Skippy's with enquiries, waitlists and the enrolment process and may access information reasonably needed to provide those services.

Employment EOI forms completed directly on our website are Wix forms. Some job application buttons link to forms hosted through Connecteam; information submitted through those forms is handled through Connecteam.

Website analytics and cookies

We use Google Analytics to help us understand how visitors use our website. Wix places essential cookies to support website security and core functions. Additional cookies or similar technologies may be used by website features and integrations. These may collect technical information such as browser or device details and website interactions. You can manage cookies through your browser settings, and any cookie controls available on the website.

External website links

Our website contains links to external services, including the EduThreads shop (powered by Shopify), Services Australia and StartingBlocks. Those websites are operated by other organisations and have their own privacy practices. We encourage you to review their privacy information before providing personal information to them.

Overseas storage or disclosure
Some technology and website providers may store or process personal information outside Australia. Xplor has confirmed Australian hosting of its data as described above. Connecteam states its data centres are located in Germany (AWS) and the Netherlands (Microsoft Azure). Wix identifies data centres in the United States and Ireland and may also process information through its operations and service providers in Israel and other countries. Google Analytics may involve processing of website visitor information in the United States. Other providers may also use overseas systems or support services.

Where personal information is disclosed overseas, we will take reasonable steps as required by the Australian Privacy Principles to ensure that the information is appropriately protected.

Accessing or correcting your personal information
You may ask us for access to personal information we hold about you or request that information be corrected if you believe it is inaccurate, out of date, incomplete, irrelevant or misleading.

Requests can be made by contacting:
Skippy's Early Learning
Email: apskippys@skippys.com.au
Phone: 07 4886 2810

We may need to confirm your identity before providing access to personal information.

In some circumstances we may not be able to provide access to particular information, including where access would affect another person's privacy or where access may be restricted by law. If this occurs, we will explain the reason where we are able to do so.

Privacy concerns or complaints
If you have a question, concern or complaint about how Skippy's has handled your personal information, please contact us:

Privacy Contact: Penny Farrell
Email: apskippys@skippys.com.au
Phone: 07 4886 2810

We will acknowledge and review privacy concerns and aim to resolve them as promptly as reasonably possible. If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**.
Further information is available at **www.oaic.gov.au**.

Data breaches
Skippy's has processes in place to respond to suspected or confirmed data breaches.
Where a breach occurs, we will take steps to contain and assess the breach, reduce the risk of harm and determine whether notification is required under the **Notifiable Data Breaches scheme**.
Where required, affected individuals and the Office of the Australian Information Commissioner will be notified.

Automated Decision-Making
Skippy's Early Learning uses digital systems to support administration, enrolments, recruitment and service operations. Decisions that significantly affect individuals, including enrolment placements and employment decisions, are made by authorised personnel rather than solely or substantially through automated computer programs.

Changes to this Privacy Policy
We may update this Privacy Policy from time to time to reflect changes to our practices, systems or legal obligations.

The most current version will be available on the Skippy's Early Learning website.

Last reviewed: 16th November 2026